

Australian/New Zealand Standard™

**Information technology—Process  
assessment**

**Part 1: Concepts and vocabulary**

## **AS/NZS ISO/IEC 15504.1:2005**

This Joint Australian/New Zealand Standard was prepared by Joint Technical Committee IT-015, Software and Systems Engineering. It was approved on behalf of the Council of Standards Australia on 25 April 2005 and on behalf of the Council of Standards New Zealand on 29 April 2005.  
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# Australian/New Zealand Standard™

## Information technology—Process assessment

### Part 1: Concepts and vocabulary

First published as AS 15504.1(Int)—1998.  
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## PREFACE

This Standard was prepared by the Joint Standards Australia/Standards New Zealand Committee IT-015, Software and Systems Engineering. It supersedes AS 15504.1(Int)—1998.

This Standard is identical with, and has been reproduced from ISO/IEC 15504-1:2004, *Information technology—Process assessment—Part 1: Concepts and vocabulary*.

The objective of this Standard is to provide software and systems engineering industry with overall information on the concepts of process assessment and its use in the two contexts of process improvement and process capability determination.

This Standard is Part 1 of AS/NZS 15504 *Information technology—Process assessment*, which is published in parts as follows:

- Part 1: Concepts and vocabulary (this Standard)
- Part 2: Performing an assessment
- Part 3: Guidance on performing an assessment
- Part 4: Guidance on use for process improvement and process capability determination

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References to International Standards should be replaced by references to Australian or Australian/New Zealand Standards, as follows:

<i>Reference to International Standard</i>		<i>Australian/New Zealand Standard</i>	
ISO		AS/NZS ISO	
9000	Quality management systems— Fundamentals and vocabulary	9000	Quality management systems— Fundamentals and vocabulary
ISO/IEC		AS	
2382	Information technology—Vocabulary	1189	Data processing—Vocabulary
2382-1	Part 1: Fundamental terms	1189.1	Part 1: Fundamental terms
2382-20	Part 20: System development	1189.20	Part 20: System development
		AS/NZS ISO/IEC	
12207	Information technology—Software life cycle processes	12207	Information technology— Software life cycle processes
		AS/NZS	
15288	Systems engineering—System life cycle processes	15288	Systems engineering—System life cycle processes

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## INTRODUCTION

This part of ISO/IEC 15504 provides a general introduction to the concepts of process assessment and a glossary for assessment related terms.

ISO/IEC 15504-2 sets out the minimum requirements for performing an assessment that ensure consistency and repeatability of the ratings. The requirements help to ensure that the assessment output is self-consistent and provides evidence to substantiate the ratings and to verify compliance with the requirements.

ISO/IEC 15504-3 provides guidance for interpreting the requirements for performing an assessment.

ISO/IEC 15504-4 identifies process assessment as an activity that can be performed either as part of a process improvement initiative or as part of a capability determination approach. The purpose of process improvement is to continually improve the organization's effectiveness and efficiency. The purpose of process capability determination is to identify the strengths, weaknesses and risks of selected processes with respect to a particular specified requirement through the processes used and their alignment with the business need.

ISO/IEC 15504-5 contains an exemplar Process Assessment Model that is based upon the Process Reference Model defined in ISO/IEC 12207 Amd 1 Annex F and Amd 2. An assessment is carried out utilizing conformant Process Assessment Model(s) related to one or more conformant or compliant Process Reference Models.

## AUSTRALIAN/NEW ZEALAND STANDARD

**Information technology—Process assessment****Part 1:  
Concepts and vocabulary****1 Scope**

This part of ISO/IEC 15504 provides overall information on the concepts of process assessment and its use in the two contexts of process improvement and process capability determination. It describes how the parts of the suite fit together, and provides guidance for their selection and use. It explains the requirements contained within ISO/IEC 15504, and their applicability to performing assessments.

Readers of this guide should familiarize themselves with the terminology and structure of the document suite, and then reference the appropriate parts of the suite for the context in which they propose to conduct an assessment. A more detailed description of the use of ISO/IEC 15504 is given in clause 4.

**2 Normative references**

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000:2000, *Quality management systems — Fundamentals and vocabulary*

ISO/IEC 2382-1:1993, *Information technology — Vocabulary — Part 1: Fundamental terms*

ISO/IEC 2382-20:1990, *Information technology — Vocabulary — Part 20: System development*

ISO/IEC 12207:1995, Amd 1:2002, Amd 2:2004. *Information technology — Software life cycle processes*

ISO/IEC 15288:2002, *Systems engineering — System life cycle processes*

**3 Terms and definitions**

For the purposes of this document, the terms and definitions given in ISO 9000, ISO/IEC 2382-1, ISO/IEC 2382-20, ISO/IEC 12207 and ISO/IEC 15288 and the following apply.

**3.1****acquirer**

the stakeholder that acquires or procures a product or service from a supplier

[ISO/IEC 15288]

NOTE Other terms commonly used for an acquirer are buyer, customer, purchaser. The acquirer may at the same time be the owner, user or operating organization.